Self-Talk Coaching

In this activity you need to reflect upon a situation in which you have negative feelings and emotions. You need to visualise and describe the situation and include the emotions that you felt at the time. Include any examples of negative self-talk that were occurring at the time. Download this form and fill it out. Then post your summary in your team discussion room where your group will provide you with some non-evaluative feedback on how you may have altered the negative self-talk experience. You are responsible for providing similar feedback to your peers in your team group for this section.

SELF-TALK EXERCISE

Recall a recent situation or encounter with a customer or colleague in which you felt strong emotions such as helplessness, annoyance, anger, anxiety, distress or panic. (e.g. a customer responded grumpily or rudely to you, a colleague criticised your methods or questioned your decision.)

The situation and person I visualised were:

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_________________________________________________________________________________________

_________________________________________________________________________________________

The emotion(s) I felt were:

_________________________________________________________________________________________

_________________________________________________________________________________________

Describe your event and try to recall the thoughts that ran through your head at the time of the event or after it. Can you recall any examples of unhelpful or negative self-talk in your thinking? (e.g. did you privately exaggerate, over-generalise, put yourself down, use "shoulds" or "musts", "awfulise" or "castastrophise", read the other person negatively, get trapped into having to be right, dwell on unfairness?)

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In your team for this module discuss and record what helpful self-talk you could have added to your thinking, during or after the encounter, so that you could stay calm, controlled and able to put the event behind you.

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